



AKRIDGE
Invested.



Beneath the Surface A Client's Manual

“The needs of our Clients are our highest priority.
This idea translates into flexible, responsive
service on a day-to-day basis.”

John E. Akridge, III Chairman

700 6th Street, NW
Beneath the Surface

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WELCOME TO 700 6th Street, NW

Your priorities are our priority – that’s why Akridge is ranked number one in the nation by BOMA/CEL & Associates for property management and investor services.

Your Akridge team of professionals makes sure your needs are met every day.

Requests/Emergencies

Customer Service Representative
202.638.3000 or service700@akridge.com

Property Manager

Michael Nathan
202.756.3085 or mnathan@akridge.com

Vice President

Mary Lynch
202.624.8658 or mlynch@akridge.com

Chief Engineer

Ed Augustine
202.756.3091 or eaugustine@akridge.com

24/7 Response

Communicating with our Clients is of utmost importance to us. Someone in the property management and building services department is always available to receive your requests and inquiries. Whether a light bulb needs replacement on Monday morning or an emergency situation arises Sunday afternoon, someone is going to take care of your needs quickly, professionally, and courteously – this is our guarantee.

Our Property Managers are on call 24 hours a day, seven days a week. Monday through Friday, you can contact someone in property management between the hours of 8:30 am and 6:00 pm by calling 202.638.3000. If you need assistance after hours, call Datawatch Systems at 301.654.3282 and request that they contact a Property Manager at home. You will be assisted quickly.

At any time, should you need to place a service request the most expedient way is to send an e-mail to service700@akridge.com. Your e-mail is distributed to the entire building team 24/7. Or, you may call our office during the hours of 8:00 am – 6:00 pm Monday through Friday at 202.638.3000 to speak to a Customer Service Representative.

ACCOUNTING

Accounting functions are handled by the building owner, USAA. Please feel free to direct any accounting related questions to your Property Manager and she will put ensure your needs are met.

Rent Payment Procedures

Please keep in mind that your rent is due on the first day of every month. The preferred method of payment is ACH remittance to:

Wells Fargo Bank
San Francisco, CA
ABA# 121000248
To Cred: USPO 700 6th Street
Account# 4124213091

Alternatively, you may send checks to:

USP 700 6th Street, LLC
P.O. Box 202235
Dept 023549
Dallas, TX 75320-2235
(Please include tenant account number on check)

Estimated Annual Rent Increases

As we prepare the annual operating plan, we consider the Washington Metropolitan market place and the building's position within it, the general building conditions, as well as the overall satisfaction of our Clients. We make every effort to keep expenses as low as possible while maintaining quality building services.

Annual rent increases pursuant to your Lease are reflected in monthly rent statements generated and sent to you by USAA. After completing the Common Area Maintenance (CAM) and Real Estate Tax (TAX) reconciliations for the prior calendar year, USAA will forward information to your organization regarding your annual rent adjustments. This generally occurs in June or July of each year.

Depending upon the terms of your Lease, your rent will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and/or a predetermined percentage increase amount. For additional information regarding these calculations, please contact your Property Manager.

Other Charges

From time to time you may receive invoices for additional services such as afterhours heating and air conditioning. Assistance in processing these invoices for payment within thirty (30) days is greatly appreciated.

If you have any questions regarding an invoice or believe there is an error on an invoice, please contact your Property Manager.

SECURITY

Access Control System

Your building is equipped with an access control system monitored by Datawatch Systems. The main entrance doors, located on 6th Street, are locked from 6:00 pm to 6:00 am Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the building during security hours with their Datawatch keys.

Once you are inside the elevator, you must use your Datawatch key in order to proceed to your floor. Pass your fob over the card reader. Do this until the red light on the reader activates, then press the elevator button to your floor until it lights and the elevator will take you to your floor. When traveling in a down direction, it is not necessary to use the cardkey. However, the card will not stop at any floor except the main lobby.

Datawatch Cards

Datawatch keys are issued to you prior to your move-in. It is very important that you keep track of those cards that are authorized for new employees and revoke any cards that are lost. Authorization and/or revocation of keys are performed by Datawatch Systems. Contact Datawatch System at 301.654.3282 and speak to the Card Administrator responsible for your building. You may request a card listing for your firm at any time. Additional cards and suite alarm keys may be ordered from Datawatch Systems by using the order forms provided or by visiting Datawatch's website, www.Datawatch.com.

Daytime Security

Security of your suite is important to us and we ask for your cooperation in maintaining its integrity. Be mindful of the differences between the hours of your reception area coverage and the securing and unsecuring of the building front doors. If your reception area is not going to be occupied during times the front door security is off, we recommend you to keep your doors locked. Secondary doors to your space should be kept locked at all times.

Additional Security

Datawatch Systems has additional suite security systems available for a nominal cost if your firm requires additional security. There are several devices available to enhance daytime safety such as doorbells, door chimes and electric lock releases. If you need additional daytime security, please contact your Property Manager and they will be happy to discuss the security options available to you. Options may vary according to suite configuration.

HEATING, VENTILATING AND AIR CONDITIONING

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors independent of the rest of the building.

The HVAC system is automatically controlled by a computerized energy management system, which is interfaced with a central computer that is monitored and controlled by Akridge engineers. Besides monitoring normal hours of operation, certain integral functions such as condenser water temperature, condenser water flow, night set-back thermostats and cooling tower temperatures are monitored by our company during the day and Datawatch Systems during off hours.

These safeguards have been incorporated into our management practice to ensure a comfortable workplace expected by our Clients in a superior office building.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Clients, we schedule filter changing and maintenance at night and on weekends. But from time to time an emergency situation may require maintenance or repairs during normal working hours. We try to keep this work to a minimum and, in most instances, advise our Clients prior to commencing service. We appreciate your cooperation in the event we are unable to notify you.

Normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 8:00 am until 8:00 pm. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 am to 8:00 pm, and 9:00 am to 3:00 pm on Saturdays without any additional expense. According to the terms of your Lease, use of the system during the time mentioned herein will not result in an additional charge to you.

After Hours, Weekend and Holiday Heating and Cooling Requests

When you require heating or cooling prior to 8:00 a.m. or after 8:00 p.m. weekdays, please call Datawatch at 301.654.3282 to request after-hours service. You will be billed at an hourly rate for the overtime usage for a minimum of 4 hours.

If you have any questions concerning the HVAC system, please do not hesitate to call us.

ELEVATORS

Independent Use Procedures

Because we are committed to providing excellent elevator service, we have established certain procedures for "private use," or taking an elevator out of service for independent use. When you are expecting a large delivery, please schedule it with property management. Please note, however, that we **do not** permit independent elevator usage during the following rush hours:

Monday through Friday

8:00 am - 9:30 am

11:30 am - 1:30 pm

4:30 pm - 6:00 pm

IMPORTANT - Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors because this will burn out the door motor and temporarily reduce the number of elevators servicing the building.

Elevator Malfunction Procedures

Each elevator is equipped with a telephone which rings directly into Datawatch Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, pick up the phone **IMMEDIATELY**. Give them the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). The monitoring company will contact us and we will dispatch an engineer and elevator company personnel immediately. Our engineer will stay with you until the elevator company arrives to assist you in evacuating the cab.

While being trapped in an elevator may be an inconvenience, you are in no danger as long as you remain in the cab. Never try to pry the elevator doors open to get out. It is extremely dangerous since the cab may not be properly aligned with the floor. Wait for a qualified elevator mechanic or fireman to assist you.

In an emergency fire situation, elevators should never be used. If you are traveling in an elevator when an alarm sounds, the elevators will automatically go to the first floor and open their doors. This occurs one cab at a time. Please be patient.

FIRE ANNUNCIATION SYSTEM AND EMERGENCY EVACUATION

For the commercial office building located at 700 6th Street, NW. Required by Article F-105.3, D.C. Fire Prevention Code (D.C. Supplement)

- Be familiar with exits and fire apparatuses in your building.
- If you encounter a fire or other potential emergency, pull the fire pull station nearest to the potential emergency. This alerts the fire department and will set off fire bells that can be heard through the building, alerting other occupants to evacuate.
- It is critical that if you pull a fire pull station, you also call the fire department at 911 after evacuating. Give them the most specific information you can because Datawatch cannot receive or relay emergency information. Please advise all your personnel that once one of these devices goes off, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations unless a fire is evident in that location. Indications of multiple floor pull stations activated on the enunciator panel will only confuse and slow down the fire department unless it is a multiple floor problem.
- Always use stairs in an emergency. Walk down them one time so you know where you will exit on the first floor. **Remember:** in the event of an emergency **do NOT use the elevators**, use the stairs.
- **Upon exiting onto the first floor, please move out of the building and at least 500 feet from the building** so others can safely evacuate, and the fire department can work quickly, and to avoid injury from window breakage.
- Assign two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates by identifying any handicapped individuals and for securing your premises. Akridge personnel will assist in directing and giving specific instruction to your employees in the event of an actual emergency. The directions given by the fire department and management personnel should be followed at all times.
- **Should the exit route from your space become blocked by smoke, stay calm. Go to the nearest available office and close the door. Call the fire department and give them your floor and approximate location - tell them you are trapped.** If there is a window in the office, go to it and signal so fire personnel can see you. The fire department will quickly locate you and assist you in evacuating.
- Fire extinguishers are installed in each common corridor. (There may be additional extinguishers installed in your space by your firm.) The extinguishers installed in common areas are a water-type extinguisher. You may have different types in your space. Know what you have and how to use it. Smoke detectors are installed in common corridors, as well as within your suite. Heat detectors are installed in mechanical and electrical equipment rooms.

Remember: Never use a water type extinguisher on electrical fires.

Electrical Power Outage

Loss of electrical power in a building can cause inconvenience, but there is no need to panic. All Akridge buildings are equipped with emergency lighting systems that illuminate stairway lights, exit lights, and designated lights in elevator lobbies and your suite. If an electric outage occurs in your building, an automatic transfer will activate a generator and supply power for all emergency lighting. If necessary, please use stairs to exit.

Bomb Threats

Although many bomb threats are pranks, every bomb threat must be dealt with as if it were real. While on the phone, signal to an available person in your office to call 911 immediately and then the property management department at 202.638.3000, and relay the information. **The receiver of the bomb threat should keep the caller on the phone as long as possible and be completing the Bomb Threat Form included herein.**

In all cases, we will commence **building evacuation**. Everyone will be expected and required to evacuate the building. It is the policy of Akridge to require that the building be completely inspected by a bomb crew consisting of police personnel, and, if necessary, trained dogs. It is imperative that all occupants evacuate in order that the dogs can be set free to go through the building. **IMPORTANT- Until the building has been completely inspected by a bomb crew, NO ONE will be allowed to re-enter the building. Anyone refusing to leave or attempting to re-enter the building shall do so at his/her risk.**

Bomb Threat Checklist

Instructions: Listen! Do not interrupt the caller! Keep the caller talking. Get as much information as possible.

Name of Operator and Firm:			
Time		Date	
Caller's Identity:			
Male	Female	Approximate Age:	
Voice Characteristics:			
Loud	Deep	Pleasant	Raspy
Intoxicated	Soft	High Pitched	Other
Speech:			
Fast	Slow	Distinct	Distorted
Stutter	Slurred	Nasal	Other
Language:			
Excellent	Good	Fair	Poor
Foul	Other		
Accent:			
Local	Foreign	Region	Race
Other			
Nationality:			
Manner:			
Calm	Rational	Coherent	Deliberate
Righteous	Angry	Laughing	Emotional
Irrational	Incoherent	Other	

PARKING and METRO

700 Sixth is located in an area with easy access to public transportation thereby reducing the need for personal vehicles. The building is located two blocks from the Gallery Place/Chinatown Metro Station, which has several exits, the closest being at 7th and H Street and the other at 7th and F Street.

For the reduced quantity of vehicular commuters working at 700 Sixth Street, there is a parking facility available with preferred parking spaces for alternative fueled and shared cars. Bike racks are provided within as well, and building amenities include locker rooms and showers for those who walk or bike to work.

Parking at 700 Sixth Street is exclusively for Clients of the building and their guests. No public parking is permitted. Our garage is professionally managed by Colonial Parking and staffed Monday through Friday from 6:00 am to 8:00 pm. Contracts may be arranged directly between your office and Colonial Parking at 202.295.8100.

Public parking is available at several nearby garages, including the Gallery Place parking garage, whose entrance is immediately adjacent to 700 Sixth Street. This garage is open 7 days a week, 24 hours a day.

The following types of parking are available for Clients of 700 Sixth Street.

Daily Parking

A daily parker is entitled to park in the garage, provided space is available. However, in most cases the vehicle will be valet-parked by an attendant.

Monthly Parking (Non-Reserved)

A monthly contract entitles you to park in the garage, on a daily basis, 24 hours a day. Monthly parkers may be able to choose the self-park option and park their own car; however, due to the configuration of the garage some monthly parkers will be valet-parked. Use your Datawatch key to enter and exit after-hours.

Monthly Parking (Reserved)

A monthly reserved contract entitles you to park in an assigned space every day, 24 hours a day. A sign will be installed either in your company name or an individual's name designating a space reserved for you. Monthly reserved status also entitles you to the self-park option. Use your Datawatch key to enter and exit after-hours.

Please keep in mind that security escort service is available to the parking garage by the on-site security officer. Please feel free to call down to the security guard on duty at 202.207.3929 to request this service.

Please report any problems you experience with the garage personnel to us so we may assist you in receiving prompt and courteous service from the garage at all times. If you have any difficulty gaining entrance or exiting the garage, during weekends or after hours, please call Datawatch Systems at 301.654.9872. They will notify garage and property management personnel so that we may promptly serve you.

Because the garage is in use twenty-four hours a day, seven days a week for authorized monthly parkers, please remind your personnel and visitors not to block the garage entrance. Any vehicle blocking the garage entrance will be ticketed and towed at the vehicle owner's expense.

CLEANING

Cleaning service in your building is provided by Metropolitan Building Services Monday through Friday (except legal holidays) in the evenings. The cleaners generally arrive between 5:30 pm - 6:00 pm and complete their duties between 10:00 pm - 10:30 pm.

All the employees of the cleaning contractor are uniformed and carry photo identification badges. The cleaners have been instructed to always clean behind locked doors for your suite security and their personal safety. If you witness an open, propped or unlocked door by a cleaner, please notify us immediately. Please remember to ensure that your door security access switch is turned on prior to leaving at night. The cleaners do not have keys to your switch.

Vacuuuming

Vacuuuming is done on an as-needed basis relative to the purpose and frequency of area use.

Dusting

All unobstructed surfaces are dusted on a regular basis. The cleaning staff is instructed not to move or pick up objects on desks, bookcases, credenzas, etc., so only horizontal surfaces clear of objects will be dusted. If furniture needs to be polished, arrangements can be made with your cleaner.

Trash Removal

All wastebaskets are emptied nightly. Wastebasket liners are replaced as needed. It is not recommended that cups or cans containing liquid be placed in waste cans as this can result in spills on the carpet when the trash is being removed. Empty cartons should be marked "TRASH" or "BASURA" and left within the office. Please do not place in the elevator lobbies. Only trash that is considered "crushable" can be removed. Large items such as furniture or discarded equipment require special handling. If items of this size need to be removed, please call the property management office and we will be happy to make arrangements for a special pick-up.

Non-Carpeted Floors

All non-carpeted floors are dry mopped or swept nightly, damp mopped as needed, and periodically stripped and waxed. When the cleaning supervisor is scheduling floor waxing in your suite, you will be given advance notification to clear any boxes, furniture, etc. out of the area.

Window Washing

The perimeter windows in the building are washed inside once a year and outside twice each year. You will receive advance notification of the dates the window washers arrive.

Recycling

As part of the daily housekeeping, recycling of newspapers, glass, aluminum and white paper is provided. We will provide you with the appropriate recycling containers. Please note that it is each individual's responsibility to deposit his/her individual recycling containers to the main container placed in your office (generally in copy rooms and kitchens). The nightly janitorial staff will then remove the recycling and store it in special containers provided by the recycling contractor. Recycling is generally picked up on an as needed basis.

Special Areas

There are certain tasks not covered in the cleaning contract that your company is responsible for. These include carpet cleaning, kitchens. Arrangements can be made through your Property Manager if you require special cleaning in these areas.

SMOKING

As required by law, smoking is prohibited in public areas of the building. This includes elevator lobbies, stairwells and all restrooms. Smoking at the front entrance to the building is discouraged as it lends the outside entrance to looking untidy and presents additional work for the building staff.

INDOOR AIR QUALITY

We contract with a professional firm to provide annual air quality inspections. Comprehensive analyses are made of representative samples of the indoor air in the building – together with an assessment of the ventilation rates, filtration status and hygiene standards of the complete air distribution systems.

CLIENT-OWNED MECHANICAL EQUIPMENT

All mechanical equipment requires preventive maintenance and will, occasionally, require miscellaneous repair. Our engineers will maintain the base building mechanical equipment, described in the HVAC section of this booklet. Some of our Clients, however, will have special/additional mechanical equipment, which are not routinely maintained by our engineers.

Special mechanical equipment is usually located in critical areas, such as computer rooms or telephone equipment rooms. It is quite important that this equipment is in proper working order at all times. If you have special mechanical equipment, please call us to recommend a contractor or discuss the possibility of putting the equipment under a separate maintenance contract with Akridge.

CONTRACTOR SERVICES

After the initial construction of your space has been completed, you may find that you need additional items or specific requirements have changed. As you discover changes, notify us. We have resources for a variety of contractual services. Whether you are installing an additional electrical outlet or constructing major renovations, please contact your Property Manager to contract these services. They will be happy to assist you.

If you prefer to contract for work yourself, please remember that all construction, electrical work, etc. must be approved by us prior to any work starting in the building. All contractors should follow the guidelines set forth in the Client construction handbook, *All the Right Moves*.

In all instances we require that your contractor execute a Release of Lien and provide copies of licenses and insurance to Akridge (sample Waiver of Lien included herein). Depending on the scope of the work, we may require drawings for our files that show the changes made.

**SAMPLE
WAIVER OF LIEN RIGHTS**

State of: DISTRICT OF COLUMBIA

County/City of: WASHINGTON

To: USP 700 6th Street, LLC

Contractor or Supplier: _____

Original Contract Amount: \$ _____

Approved Change Orders: \$ _____

Adjusted Amount: \$ _____

Completed to Date: \$ _____

Retention: \$ _____

Total Earned: \$ _____

(Completed less retention)

Previous Payments: \$ _____

Current Payment: \$ _____

Contract Balance: \$ _____

Project Title: _____

The UNDERSIGNED being duly sworn states that he is the _____ (title) of General Contractor, Inc. who has a contract with tenant or ownership for providing improvements, Project Title, being constructed on real estate known and identified as Project Street Address located in Washington, District of Columbia, and owned Building Partnership.

The UNDERSIGNED, upon the receipt and in consideration of the payment of Dollars (\$----) in payment of invoice or application dated Month, DD, YYYY, and other good and valuable consideration, does hereby waive and release any and all liens or claims or right of lien on the aforementioned property and improvements now or hereafter assertable thereon, and on monies or other consideration due or to become due on account of labor or services, materials, fixtures or apparatus to the extent of amounts received.

The UNDERSIGNED, respectfully warrants that the contract status set forth above is an accurate statement, and no other sums are claimed, that all laborers, subcontractors, and suppliers employed by him have been past-paid all amounts previously due and will be paid all in full due out of this payment on receipt and that none of such laborers, subcontractors or suppliers is or will be entitled to claim or assert any claims against the above described real estate or the improvements thereon for labor or materials furnished to or for the account of the undersigned.

Signed this _____ day of _____, 20_____.

General Contractor, Inc.

BY:

Name, Company and Title

Signed and sworn to before me this _____ day of _____, 20_____.

Notary Public

LEGAL HOLIDAYS OBSERVED

Your building will be closed on the following legal holidays. The security access system will be activated, though regular heating, ventilating and air conditioning will not be on and cleaning services will not be performed. In the event that you need some of these services, please refer to previous sections for activation.

Akridge will send you notification prior to the holiday reminding you the building will be closed or of any changes to our normal holiday observance.

Observed legal holidays:

New Year's Day
Presidential Inauguration Day
Martin Luther King Day
Washington's Birthday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

AMENITIES

The following describes some of the building and neighborhood amenities available to you. Should you have other corporate or personal needs, please do not hesitate to call your Property Manager. We will be happy to investigate the most convenient way for you to fulfill your needs.

Lobby Attendant

There is a security officer stationed at the front desk twenty-four (24) hours a day on weekdays, weekends and holidays.

These security personnel are provided to ensure uninvited individuals do not loiter in the building. They also assist guests by directing them to your suites. Security personnel are also available to escort our Clients to the parking garage during the evening hours if so desired.

Athletic Facility

For the enjoyment of your staff, we provide athletic facilities on the Lobby and Concourse floors for the exclusive use of our Clients at 700 6th Street, NW and their employees.

This facility provides men's and women's showers and locker rooms and exercise equipment. The exercise equipment is available for your use at all times.

Prior to facility use, we ask that you contact us for corporate waivers which must be signed by your company as well as individual waivers signed by each of your employees who intend to use the facility. Once waivers are signed, your Datawatch card/cardkeys will be authorized for access to the facility.

For your comfort, HVAC operating hours for the Lobby-level locker rooms and exercise facility will be 5:00 am – 7:00 pm, Monday through Friday. The Concourse-level exercise facility HVAC operates from 8:00 am – 6:00 pm, Monday through Friday.

Neighborhood Amenities

700 6th Street, NW is located in the heart of Washington, DC's Chinatown business district. Surrounded by museums, theatres, world-class hotels and restaurants, employees and guests will enjoy a myriad of entertainment and professional services.